Getting started

The Nevada Medicaid and Nevada Check Up Health Care Portal allows providers, or their delegates, the ability to perform various functions in a secure environment. Access requires log in to EVS from the Provider Web Portal website at www.medicaid.nv.gov.

HPES HIPAA-compliant Provider Web Portal's EVS provides Internet access to:

- Recipient eligibility

- Status of submitted claims

- Prior authorization

- Provider payment amounts

- Remittance Advice access

- Secure Correspondence

- Pharmacy Prior Authorization access

EVS availability

EVS is available 24 hours, 7 days a week except during the scheduled weekly maintenance period, Monday through Saturday from 12 midnight to 12:30 a.m. PST and Sunday 8 p.m. to 12:30 a.m. PST.

System requirements

To access EVS, you must have Internet access and a computer with a web browser (Internet Explorer 7.0 or higher or Firefox 3.0 or higher is recommended).

Gaining access to EVS

Gaining access to EVS first requires login to the Provider Web Portal. The top frame of the Provider Web Portal contains a menu of tabs for main website content.

When you select a tab, a submenu displays listing the available hyperlinks for further information. The **Providers** tab selected below displays submenus that are available to review.

The body of the Provider Web Portal Home page lists current topics for the Nevada Medicaid program. Some topics are brief enough to be displayed on the page, while others contain hyperlinks to further details and expanded content.

The Site Map hyperlink, at the top right corner of the page, displays a list of hyperlinks for website content. Clicking on the **Site Map** link reveals the list below.

Sitemap

- Providers

    - Announcements / Newsletters
    - Billing Information
    - Electronic Claims / EDI
    - E-Prescribing
    - Forms
    - NDC
    - Provider Enrollment
    - Provider Training

- EVS

    - User Manual
    - Login

- Pharmacy

    - Announcements / Training
    - Billing Information
    - Diabetic Supplies
    - Forms
    - MAC Information
    - Meetings
    - Pharmacy Web PA Login
    - Preferred Drug List
    - Prescriber List

- Prior Authorization

    - PA Login
    - PA Tutorials
    - Procedure and Diagnosis Reference Lists
    - Training Materials

- Quick Links

    - Change Provider Information
    - DHCFP Home
    - PASRR
    - Medicaid Services Manual
    - Rates Unit

- Contact Us

    - Electronic Billing
    - General Information
    - Mailing Address
    - Managed Care
    - PASRR/LOC
    - Pharmacy
    - Prior Authorization
    - Provider Enrollment
    - Provider Training
    - Public Hearings
    - TPL Identification and Recovery
    - Web Sites

Accessing EVS

To access EVS:

1. Open a web browser such as Internet Explorer or Firefox.

2. Enter www.medicaid.nv.gov in the address bar.

The Provider Web Portal homepage opens as shown below.
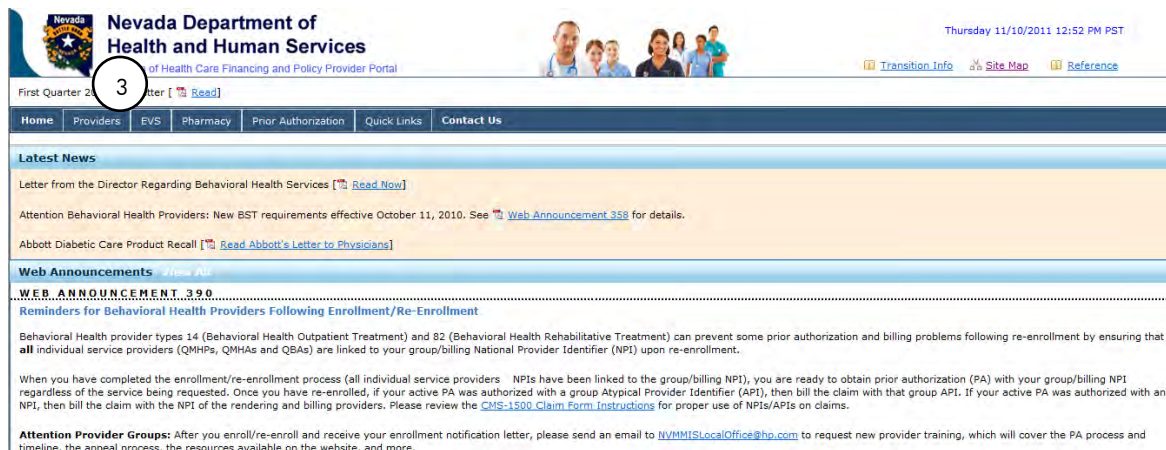
3. Click **EVS**. The submenu displays User Manual or HPES Login.

4. Click **HPES Login**. The EVS homepage opens.

Registering in EVS

Registering for EVS access is required to use secured features, and is a separate registration process from registering as a Medicaid provider. The Nevada Medicaid and Nevada Check-up Health Care Portal uses an independent website registration process that will enable you to create and customize your profile and assign delegates to work on your behalf. The portal relies on the Nevada MMIS to validate whether you, as the provider, is permitted access. Only one provider office registration is required with the ability to assign multiple delegates to perform clinical administration.

Providers, please note: If you choose to have an office administrator register on your behalf, the administrator must use your name or facility's name when registering in EVS. The administrator must then add their information as a delegate and then register as a delegate in order to utilize the secure features in EVS.

The website uses data from your profile to determine the level of access available based on your role. There are three roles that define levels for access:

- Provider
- Delegate
- Out-of-network provider

Some user role examples:

Providers	Delegates	Out-of-Network Providers
Physician Registered Nurse Hospital Community Clinic Pharmacy	Office Administrator Office Manager Registered Nurse Medical Assistant Biller	DHCFP will register non-providers who can register as delegates and gain access to eligibility verification only.

Registering as a provider

Registration is required when entering the EVS Home page for the first time.

Note: To register as a Delegate, refer to the **Registering as a delegate** section of this user manual.

Follow these steps to register for EVS as a **provider**:

1. Click **Register Now** on the EVS Home page. The Registration Selector opens.

2. Select the option that best describes your role, such as Provider, Delegate, or Out-of-Network provider.

3. Click **Provider**. Step one of the Registration page opens.

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started!

Important: If you are registering as a provider, enter the provider's first and last name, or split the facility or organization name across the first and last names. If you have chosen to register as a delegate, you must have already provided your birth date and driver's license number (DLN) to a registered provider, who will add you as a delegate and obtain the delegate code for you.

(4)

*Provider First Name

*Provider Last Name

*NPI/API

*Tax ID (FEIN or SSN)

*Zip Code ❶

(5)

Continue   **Cancel**

4. Enter provider information in the fields flagged with a red asterisk (*).

   Note: Incorrect NPI, Tax ID or Zip Code entered will result in an "Error - 1001: Personal identity information not recognized or provider is inactive". You will not be allowed to go to the next step to register. If you are the administrative user registering for the provider, you will be responsible for gathering the correct NPI, Tax ID and Zip Code required to register; and to gather delegate information in order to add delegates prior to delegates registering in EVS.

   Important Note: When registering a provider, the name used must be the name tied to the NPI. (Example: NPI shows Dr. John Smith, first name entered in step one of Registration page should be John and last name should be Smith, MD. For clinics or hospitals, use the name of the facility. Example: First Name is County Hospital. Last name may be Outpatient Services. These are just examples.)

5. Click **Continue**. Step two of the Registration page opens.

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password mus___ 20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

(6) (7)

*User ID   **Check Availability**

*Password

*Confirm Password

Please prov___ ___ contact information below.

(8)

*Display Name

Phone Number ❶

*Email ❶

*Confirm Email ❶

6. Enter a **User ID** and **Password**.

- *User ID must be 8 to 20 characters in length and contain a minimum of one numeric digit, one letter, no spaces, and none of the following special characters: *\ /":!<+=;?@{].*

- *Password must be 8 to 20 characters in length, not be the same as your User ID, and contain a minimum of one numeric digit, one uppercase letter and one lowercase letter.*

7. Check user ID availability. If available, you will see a window appear stating the user ID is available as shown below. Then click **OK**.
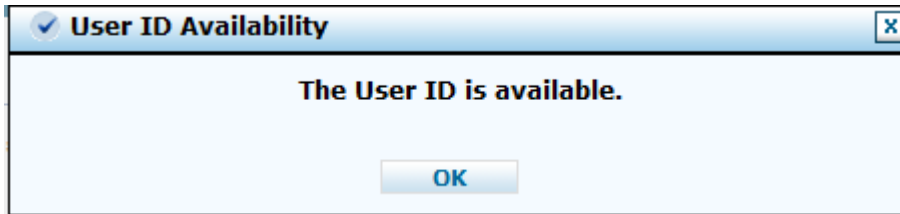
8. Enter contact information including a phone number and email address. This one-time entry is saved and used in response to correspondences or inquiries sent through the secured portal.

1. Choose a personalized **site key**.

Note: The site key confirms authorized access. The key protects privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

2. Type a **Passphrase** security identifier.

Please ③ a unique challenge question and provide an answer for each of the question groups below.

*Challenge Question #1 Select a Challenge Question
*Answer to #1
*Challenge Question #2 Select a Challenge Question
*Answer to #2
*Challenge Question #3 Select a Challenge Question
*Answer to #3

3.   Select **Challenge Questions** and provide answers

The challenge questions are verified only when using a public computer.

User Agreement

Access Policy

This application and computer system are the property of HP Enterprise Services. The use of this system is for authorized users only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Users consent via utilization of this application or system to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of HP Enterprise Services and the Nevada Division of Health Care Financing and Policy (DHCFP).

The information transmitted, received and access through this website may include confidential information whose disclosure is governed by federal and or state law.

Unauthorized use is prohibited:

☐ By clicking this box, you acknowledge that you have read and understood the User Agreement, and agree to the terms and conditions as described above le which you will perform.

Submit   Cancel

4.   Read the User Agreement and select the **User Agreement** box to acknowledge agreement with the terms and conditions as described.

5.   Click **Submit**.

The **User Sucessfully Registered!** message displays. A confirmation email containing login information is sent to the email address you provided. Email notification is delivered within 15 to 30 minutes.

☑ **User Successfully Registered**   ✕

You have successfully registered for the provider portal!

A confirmation email containing your login information has been sent to the email address provided. Email notifications can take 15 to 30 minutes to be delivered.

OK

6.   Click **OK**.

Logging in as a provider

After the registration process has been completed, you can login for secured access.

To log in to EVS:

1. Type your **User ID**.

2. Click **Login**.

3. Answer the **challenge question** to verify your identity the first time when logging in from a personal computer, or every time when using a public computer.

4. Select **personal computer** or a **public use computer**.

5. Click **Continue**.

The next page displays your site key token. Confirm that your **site key token** and **passphrase** are correct. If you recognize your site key token and passphrase, you can be assured that you are at the valid Provider Web Portal website and it is safe to enter your password.

6. Enter your **Password**.

7. Click **Sign In**. My Home page will appear.

You have successfully logged into EVS! Displayed on the Home page:

1. **My Home** will show your provider information and provider services.

2. **Eligibility** tab allow you to verify member eligibility and benefits.

3. **Claims** tab allow you to check claim status and the ability to search payment history and access Remittance Advice for printing or downloading to your computer.

4. **Care Management** tab provides access to authorization status.

5. **Resources** tab provides downloads for you to gain additional information such as training tutorials

Forgot user ID?

This hyperlink provides assistance when you have forgotten your registered **User ID**. Upon verification of key identifiers on the portal security directory, an email is sent to the

email address associated with your profile containing a temporary password that must be reset upon successful login.
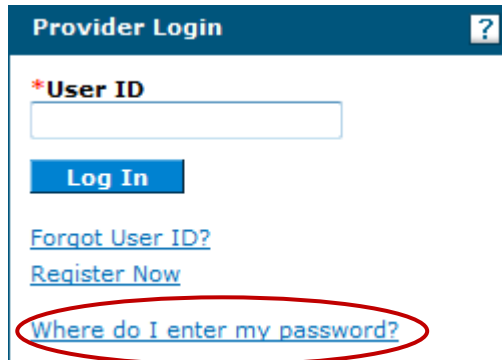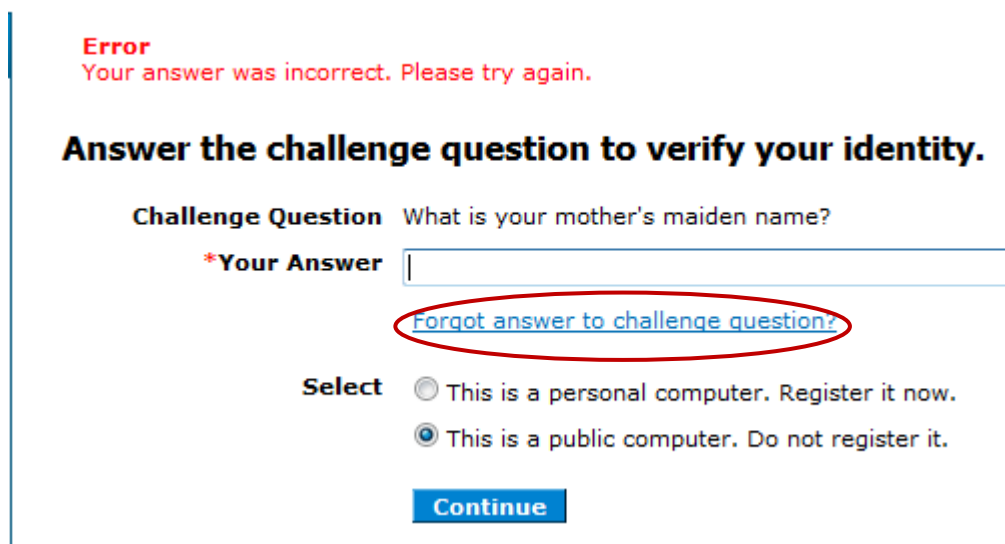
Where do I enter my password?

This hyperlink displays a page that explains the login process.

Log in failure

If you enter an incorrect user ID, you are allowed to go to the next screen and enter the answer to the challenge question. Although the answer to the challenge question may be correct, you will receive an error message, "Error. Your answer was incorrect. Please try again." This error will also occur if the incorrect User ID was entered. Go back to the **Home** page and enter in the correct User ID.

If you enter the incorrect answer to the **challenge question**, you will get "Error – Your answer was incorrect. Please try again. Enter the correct answer to the challenge question and click **Continue**.

If you forget the answer to the challenge question, click **Forgot answer to challenge question?** This link will take you to the **Contact Us** page for further assistance.

Incorrect password

If you enter an incorrect password, you will recive an error message stating "Error. Your password was incorrect. Please try again." Enter the correct password and click **Sign In**. If you forget your password, click **Forgot Password?**

Clicking **Forgot Password?** will take you to the **Forgot Password** page. Answer the Challenge Question correctly and click on the **Submit** button.
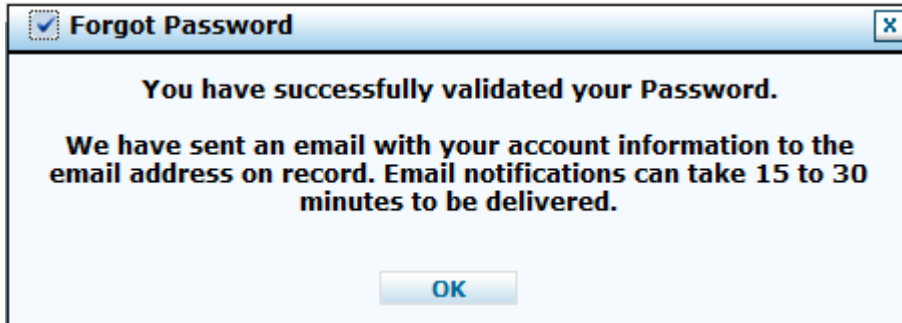
Answering the challenge question correctly will give you the validated password box. An email notification will be sent to your email account with a temporary password to enter into the password screen to complete portal access.

Clicking **Ok** takes you back to the password page. In order to get the temporary password to enter in this screen, you need to access your email account to receive the temporary password. The email was sent to your email account that was given at the time you registered.

Updating password

After accessing your email account to get the temporary password, enter the temporary password in the password page of the portal. When completed successfully, you will receive the **Change Password** screen box below. Click **Ok** to gain entry into the Change Password Screen.
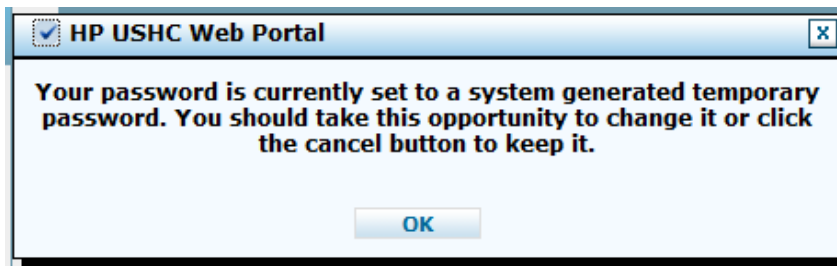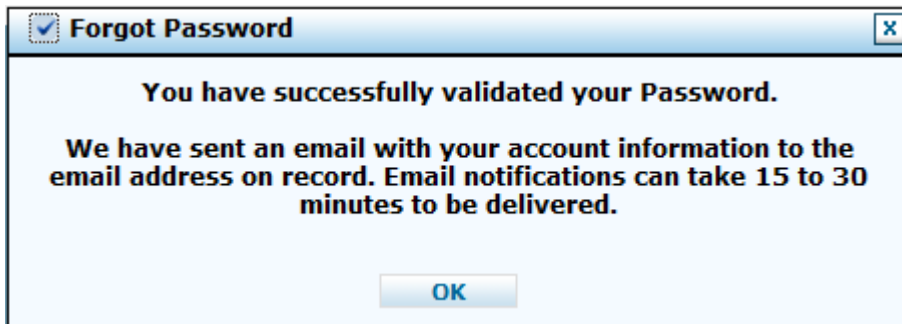

Enter in the temporary password given to you in the **Current Password** field. Choose a new password and click on **Submit**.

You will see the Forgot Password validation box. Click **Ok**. An email will be sent to your email account provided at the time of registration. See email example below.

"This email was sent to confirm that you have successfully changed your password in the Nevada Medicaid Provider Portal. Your new password is listed below. Please keep a copy of this email in a safe place for future reference.
*Password: XXXXXXXXXXX*
If you have any questions or concerns regarding this email, feel free call us at (877) 638-3472. Do not attempt to reply to this automated email.
Sincerely,
*Division of Health Care Financing and Policy Provider Portal User management"*

You can also change your password by going to the **My Profile** link from the **My Home** page. After updating your password, you will see a **Confirmation** screen box that states your password was successfully changed. Updating the password will generate another email sent to your email account alerting you that your password has been changed.
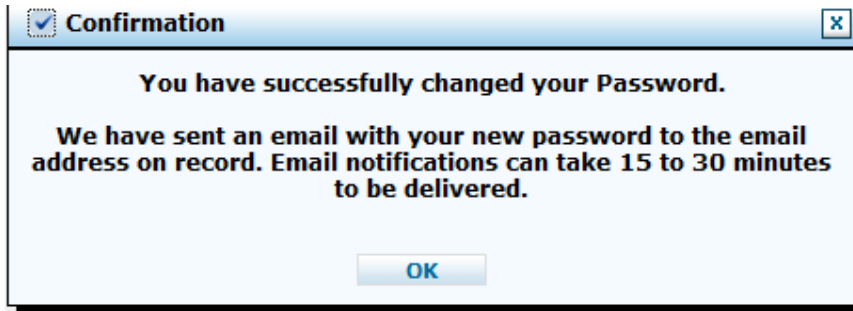
Click **OK**.

Password Expired

After you have registered and logged in to the portal, your password will expire after 60 days. When you log on and enter your password, you will get a **Password Expiration Notification.**
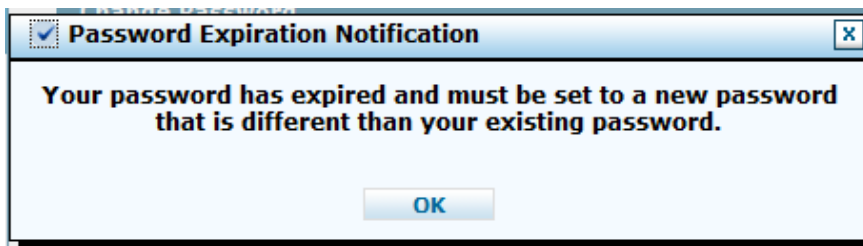
Click **Ok** to be taken to the Change Password screen.

Once you create your new password and click **Submit**, you will be directed back to the Login screen to log in to the portal with your new password. An email notification will be sent to your email account stating your password has been changed.

Updating provider profile

The **My Profile** hyperlink lists the Provider Web Portal preferences and security information which can be updated. Updating any changes to your contact information will only change in the portal. It will not change or update any information that was submitted on your Medicaid application to Provider Enrollment. To change your provider information with Provider Enrollment, you must submit *an F-33 Change Form* downloaded from the Provider Web Portal under the Forms tab.

Click on **My Profile** link and the **Profile Maintenance** screen will appear. You can update your contact information, preferences, challenge questions, site key token and password.

My Profile

Name County Hospital Outpatient Services

Roles

Current Roles Provider - In Network

Contact Information

Display Name County Hospital Outpatient Services

Phone Number

Current Email

[Edit]

Preferences

Primary Language All

Challenge Questions

Challenge Question #1

Answer to #1

Challenge Question #2

Answer to #2

Challenge Question #3

Answer to #3

[Edit]

Site Key Token

Site Key:

Passphrase

[Edit]

Password

[Change Password]

When editing your user profile, the changes will be marked with a "🔸" icon. You will then see what changes were made to your profile and can either edit again, confirm the changes or cancel the changes.

Site Key Token

Update field labels are marked with a "🔸" icon.

Review your changes and click the **Confirm** button to save your information.

🔸 **Site Key:**

🔸 **Passphrase** Balloon

[Edit] [Confirm] [Cancel]

Click **Confirm** to see a confirmation screen box stating the change was successfully made. An email message will be sent to your email account verifying the changes made.
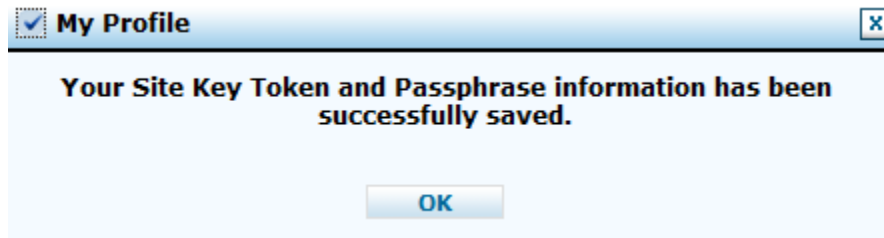
Click **OK**.

Continue to make any changes or click on the **My Home** tab to go back to the Home page. If you did not request any changes to your profile, the email sent to your email account will state to contact Customer Service immediately.

Granting access to a delegate

Once you have registered as a provider in EVS and have logged in, you can assign a delegate to access EVS on your behalf.

To grant access to a delegate:

Provider
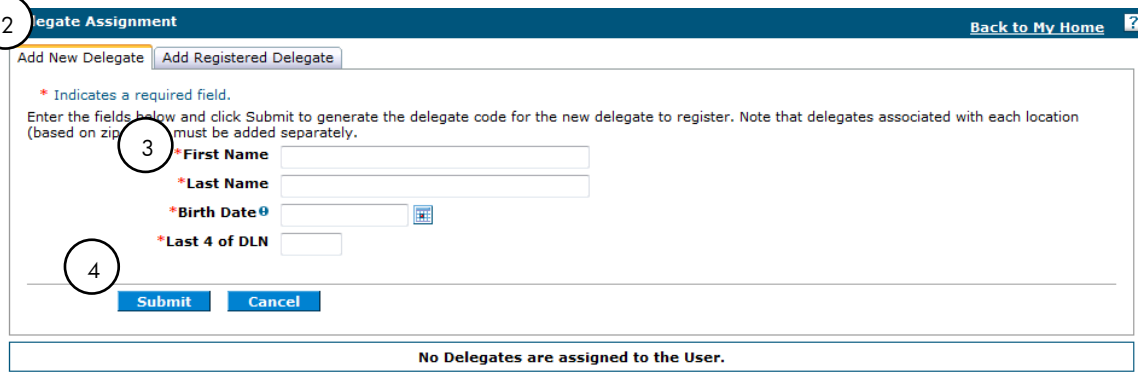
Name	County Hospital Outpatient Services
Provider ID	
Location ID	995

▸ My Profile

① Manage Account

6. Click on the **Manage Accounts** hyperlink on the EVS **My Home** page. The Delegate Assignment page will appear.

The Delegate Assignment page contains two tabs.

2. Add New Delegate, and

3. Add Registered Delegate

A new delegate is someone that has never registered in EVS. A registered delegate is someone that is already registered in EVS, and exists as a delegate for another provider.

Adding a new delegate

Adding delegates will allow you, as a provider to "delegate" administrative duties to your office staff and act on your behalf. Prior to adding a delegate, the staff member must provide you with:

- Full name

- Date of birth

- Last four digits of their Driver's License Number (DLN)

To add a new delegate:

1. Click on **Manage Account**. The Delegate Assignment screen appears.

2. Click **Add New Delegate** tab.

3. Enter in all information, including last four digits of Driver's License Number (DLN).

4. Click **Submit**. Next screen will ask for a confirmation of information submitted.

5. Click **Edit**, **Confirm** or **Cancel**.

   - *Clicking on **Cancel** will take you back to the Delegate Assignment page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

6. Click **Confirm** to confirm the delegate.

The **Delegate Assignment** screen displays with the **Delegate Code** for the new delegate. The delegate must enter this code to register. The delegate should maintain this code in case another provider would like to add him/her as a delegate.
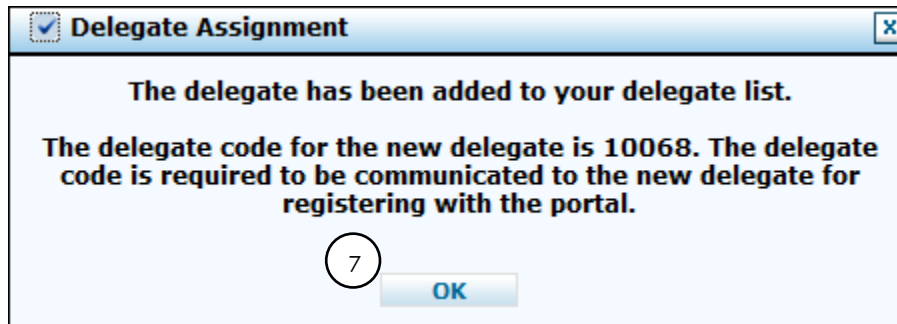
7. Click **Ok** to return to the Delegate Assignment screen to add another delegate or add a delegate that is already registered.

Adding an existing registered delegate

A provider's office may have more than one provider of services but utilize the same staff to perform administrative duties. Each provider will register in EVS and may want to delegate administrative duties to the same staff as the other provider. Although each provider registers separately, the delegate only needs to register once. The provider can add a registered delegate to perform administrative duties on their behalf.

To add an existing registered delegate:

1. From My Home page, click **Manage Acount** hyperlink. The Delegate Assignment screen appears.

2. Click **Add Registered Delegate** tab.

3. Enter in last name and the delegate code of a delegate that is currently registered under another provider. The delegate themselves will provide you with this code.

4. Click **Submit**. Next screen will ask for a confirmation of information submitted.

5. Click **Edit**, **Confirm** or **Cancel**.

   - *Clicking on **Cancel** will take you back to the Delegate Assignment page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

6. To confirm the delegate information, click **Confirm**.

A **Delegate Assignment** confirmation box displays stating the delegate was added to the provider's delegate list.

7. Click **Ok**. The delegate will be added to the Delegate Assignment page.

Inactivating a delegate

Staffing changes do occur in provider's offices and there may be a time when you may need to remove a delegate from your Delegate Assignment list.

To inactivate a delegate:

1. From My Home page, click **Manage Account** hyperlink. The Delegate Assignment page displays all active delegates registered under the logged in provider.

2. Click the delegate's name to change the status of the delegate. The delegate's information will display under the **Edit Delegate** tab.

3. Click **Inactivate**.

A message screen box displays stating the delegate status has been set to Inactive.

This will change the delegate status from Active to Inactive and will not allow that delegate to access your provider's information.
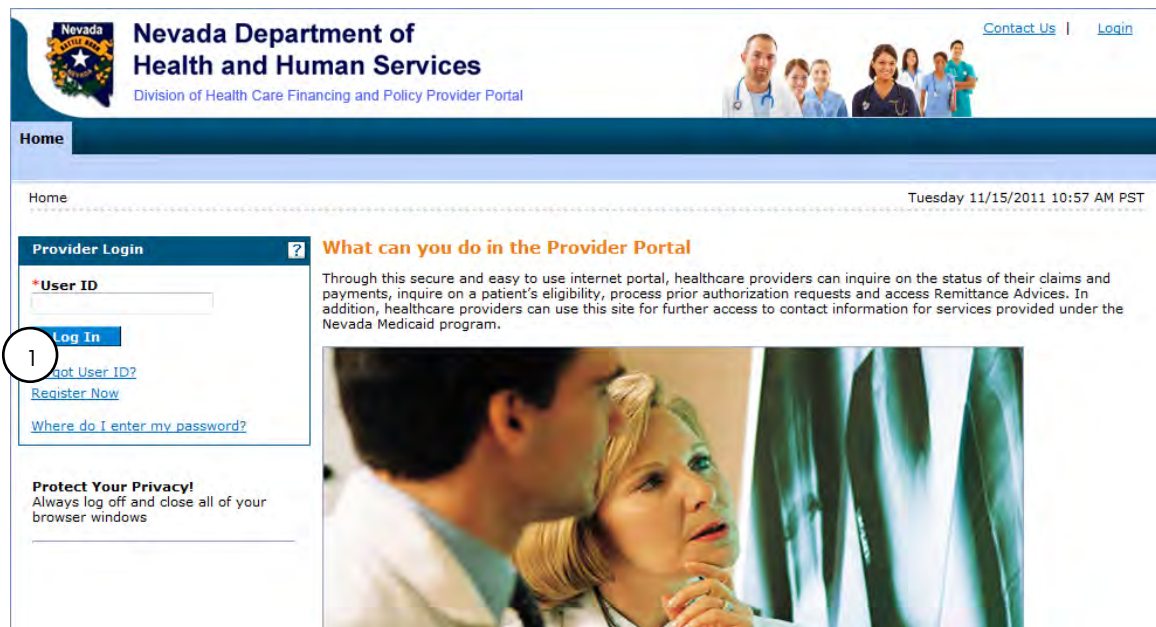
4. Click **OK**.

Registering as a delegate

A user registers only once when entering the EVS Home page for the first time. To register as a delegate, you will need an **access code**. An access code is obtained only after you have given your provider or office administrator the following information:

- Full name
- Date of birth
- Last four digits of your Driver's License Number (DLN)

Once this information is entered into EVS, your provider or office administrator will add you as a delegate and receives the access code. You need this access code to register as a delegate.

To register for EVS as a delegate:

1. From the EVS Home page, click **Register Now**.

2. From the **Registration Selector** page, select the option that best describes your role, i.e., Provider, Delegate, or Out-of-Network provider.

3. Click **Delegate**.

4. On the first Registration page, enter delegate information in the fields flagged with a red asterisk (*).

5. Click **Continue**.

Note: If you entered any information that does not match what the provider or office administrator had previously entered into EVS, you will get the following error message,

"**Error** - Unable to identify your user account based on the information provided. Review the information and try again. If the problem persists, contact customer service for assistance."

6. On the second Registration page, enter a **User ID** and **Password**.

- *Your user ID must be 8 to 20 characters in length and contain a minimum of one numeric digit, one letter, no spaces, and none of the following special characters: *\ /":!<+=;?@{].*

- *Your password must be 8 to 20 characters in length, not be the same as your user ID, and contain a minimum of one numeric digit, one uppercase letter and one lowercase letter.*

7. Check for **User ID** availability.

8. When confirmed available, click **Ok**.

9. Enter **contact information**.

Your contact information will include a phone number and an email address. This one-time entry will be saved and will be used to contact you to respond to any correspondences or inquiries you send through the secured portal.

1. Choose a personalized **site key**.

The site key provides a visual confirmation that the correct user has accessed the correct website area. The key protects your privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

2. Type a **Passphrase** of your choosing. The passphrase is yet another security identifier for the user and the official website.

Please select a unique challenge question and provide an answer for each of the question groups below.

*Challenge Question #1	Select a Challenge Question
*Answer to #1	
*Challenge Question #2	Select a Challenge Question
*Answer to #2	
*Challenge Question #3	Select a Challenge Question
*Answer to #3	

3. Select **Challenge Questions** and provide your answers. The challenge questions will only be verified when using a public computer.

User Agreement

§ Improper use of this application or system may result in disciplinary action, termination of employment and/or civil and criminal penalties, and may be disclosed to law enforcement authorities.

§ Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system of its operation are prohibited.

§ Evidence of such acts may be disclosed to law enforcement authorities and result in criminal prosecution under the Computer Fraud and Abuse Act of 1986 (18 U.S.C 1030) or other applicable criminal laws.

For questions or comments, please call the Customer Service at 1-877-638-3472, select the option for "Provider Web Portal Questions".

☐ By checking this box, you acknowledge that you have read and understood the User Agreement, and agree to the terms and conditions as described about the role which you will perform.

Submit   **Cancel**

4. Read the user agreement and select the **User Agreement** box.

By selecting the User Agreement box, you acknowledge that you have read the user agreement and agree with the terms and conditions as described about the role in which you will perform.

5. Click **Submit**.

✓ **User Successfully Registered**   ☒

You have successfully registered for the provider portal!

A confirmation email containing your login information has been sent to the email address provided. Email notifications can take 15 to 30 minutes to be delivered.

OK

A pop-up box displays stating "User Sucessfully Registered!" A confirmation email containing login information will be sent to the email address provided. Email notification can take 15 to 30 minutes to be delivered.

6. Click **OK**.

Logging in as a delegate

After the registration process has been completed, you can login for secured access to various features.

To log in to EVS:

1. Type your **User ID**.
2. Click **Login**.

3. Answer the challenge question to verify your identity. You must respond to the challenge question the first time you use a personal computer, or every time you use a public computer.

4. Select whether you are using a personal computer or a public use computer.

5. Click **Continue**.

The next page displays your **site key** token. Confirm that your site key token and **passphrase** are correct. If you recognize your site key token and passphrase, you can be assured that you are at the valid Provider Web Portal website and it is safe to enter your password.

6. Enter your password.

7. Click **Sign In**.

You have successfully logged into EVS! Displayed on the Home page under My Home, you will see user name along with the name of the provider that assigned you as a delegate; the provider's NPI and location.

In addition to providing the abiltiy to verify member eligibility benefits and check claim status, this secure website provides access to authorization status and access Remittance Advice for printing or downloading to your computer.

Switching providers as a delegate

After logging into EVS, you will be directed to the **My Home** page. You have the option to remain under the current provider or switch to another provider. To switch providers:

1. From the My Home page, click **Switch Provider**.

The Switch Provider screen displays.

2. **Selected Provider tab**

The Selected Provider tab displays with the information of the last selected provider. You can select the Switch Provider tab to search or select a different provider. You can only switch between providers that have authorized access for you, the delegate.

3. **Switch Provider tab**

When you click on the Switch Provider tab, a list of available providers will display at the bottom of the screen. You also have the ability to search for specific providers by filling in the information in the appropriate fields.


4. **Available Providers**

Delegates inherit the rights of the provider. When you select a provider in the results list, you switch operating on that provider's behalf. You can also search to find the correct provider in the delegate's list of authorized providers. When you are authorized by a new provider, the provider information displays in the results list.

5. **Search Providers**

To search for a specific provider, enter the provider's user name, first name, last name or email address and click **search**. To limit the amount of searches, you should enter as much known information as possible before clicking on search.

Note: In the example above, the delegate has logged in under County Hospital but has the ability to switch to an available provider, Dr. David Green. By checking on David Green, the delegate will no longer be logged in to view services under County Hospital.
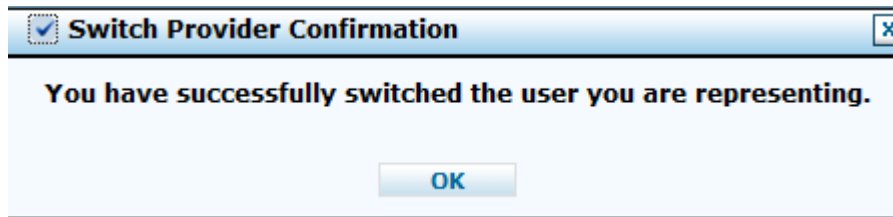
After switching providers, you will receive the **Switch Provider Confirmation** screen. Click **OK**.

Timeout limit

When you are logged into EVS, and you leave your computer unattended or idle for 30 minutes, you will receive a **Timeout Notification**. You will have the option to extend your session or cancel and you will be logged off. By clicking **Extend**, you will remain on the last page you were working in before the timeout.
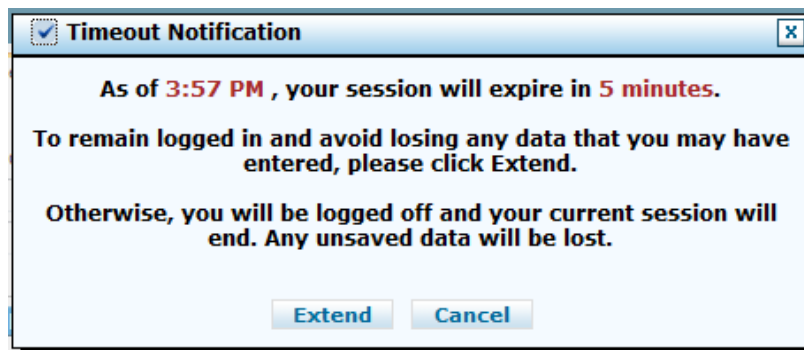
If you click **Cancel** or have timed out, the session has ended and the Timeout Notification will state that you have to return to the Welcome page to log on again to start a new session.
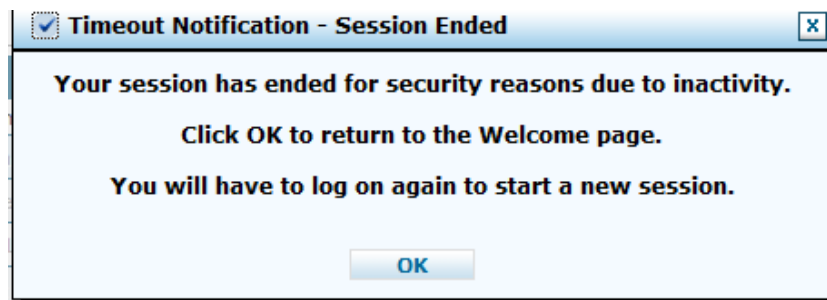
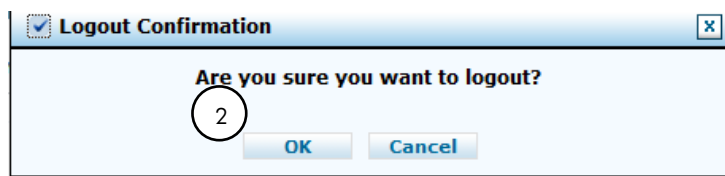Click **OK**.

Logging out of EVS

When utilizing EVS, it is strongly recommended that you log off after each session. This will ensure PHI is secure and makes the login readily available for the next user.

To log out of EVS:

1. Click **Logout** located at the top right-hand corner of the page. This hyperlink is located in the same area on all screens within EVS.

After clicking on **Logout**, you will see a Logout Confirmation screen.

2. Click **Ok**, or click **Cancel** to go back to previous screen.

After clicking **OK**, you will go back to the Provider Login Home page.

EVS features

Once you register and log into EVS, you gain access to various functions of EVS through the My Home page screen. The My Home page screen displays tabs at the top of the screen that allow you to view:

EVS Tab	What is This?	What Does it Do?
Eligibility	Eligibility Benefit Verification	Verifies member eligibility for a specific date or time frame.
Claims	Claims Status Verification	Allows you to check the status of claims submitted to the Fiscal Intermediary, HP Enterprise Services.
Care Management	Prior Authorization	Allows you to check the status of prior or concurrent authorization requests the user has submitted.
Resources	Downloads	Allows you access to various resources including tutorials and archived files.

The EVS **My Home** page is divided into three sections:

1. The left section contains provider hyperlinks.
2. The middle section includes client information such as broadcast messages.
3. The right section lists hyperlinks for correspondence and contact information

The content of the My Home page, as well as the the menu bar tabs, depend on the type of user role logged into EVS (a provider or a delegate). This secure page is only available to registered users.

Provider services

The Provider Services area provides users access to additional areas of functionality. Those features include:

Provider Service	What is This?	What Does it Do?
Member Focused Viewing	When you navigate to other functions in EVS, the Member Focus Viewing page remains available so you do not repeat searches.	Allows you to view a summary of details for a member including demographics, eligibility (coverage), claims and authorizations.
Search Payment History	You will be able to access payment history and payment detail.	Allows you to view provider's Nevada Medicaid and Nevada Check Up payments and access RAs.
PASRR	You will be able to access the Pre-Admission Screening and Resident Review (PASRR) link.	Allows you to perform Pre-Admission Screening and Resident Reviews.
EHR Incentive Program	You will be directed to the CGI website to enroll in the Electronic Health Record (EHR) incentive program.	Allows you to complete the enrollment process in the EHR incentive program.

Contact us

The **Contact Us** link can be accessed from the Welcome page (before login,) or from the My Home page (after login). This page directs you to information for contacting provider support units.

Before logging in to EVS:

After logging in to EVS:

By clicking the **Contact Us** link, you will have access to a directory that lists addresses and phone numbers for direct contact. For general comments, questions or technical assistance, you can contact either by phone, fax or email by clicking the **Submit Online Questions, Comments or Technical Assistance** found at the bottom of the Contact Us link page.

Nevada Department of
Health and Human Services
Division of Health Care Financing and Policy Provider Portal

Contact Us | Logout

My Home | Eligibility | Claims | Care Management | Resources

My Home > Contact Us   Tuesday 09/27/2011 10:22 AM PST

Contact Us

Use this directory to contact us by phone or mail.
General questions, comments or technical assistance may be submitted online by clicking the Online link at the bottom of the page:
Electronic Billing
General Information
Mailing Address
Managed Care
PASRR/LOC
Pharmacy
Prior Authorization
Provider Enrollment
Provider Training
Public Hearings
TPL Identification and Recovery
Web Sites

General Information

Customer Service Center
Claim inquiries and general information

Mailing Address:
Customer Service
P.O. Box 30042
Reno, NV 89520-3042

Phone: (877) 638-3472

Central Office

Back to Top

Online questions, comments or for technical assistance

For technical assistance contact:
Phone: 1-877-638-3472
Fax: 1-775-335-8594

Submit Online Questions, Comments or Technical Assistance

For email contact:

1. Click **Submit Online Questions, Comments or Technical Assistance**.

Contact Us

Contact us by entering the Contact information below.
Some fields have been populated with the information we have on file. Please update this information if is not correct.

* Indicates a required field.

| *First Name | County Hospital |
*Last Name	Outpatient Services
*Street Address	
*City	
*State	-
*Zip Code	
*Phone	
*Email	
*Email	
*Comments	

Submit   Cancel

2. Enter information in fields; all fields marked with a red asterisk (*) are required. First and last name and email address are pre-populated with your provider's information.

3. Enter in comments, questions or request technical assistance with a maximum of 2,000 characters.

    Reminder: If you did not log in before clicking on **Contact Us** link, this will be an unsecured contact. Do not enter any Protected Health Information (PHI) in your comments.

4. Click **Submit**.

After clicking **Submit**, you will receive a Confirmation screen box stating the email was sent to member services.
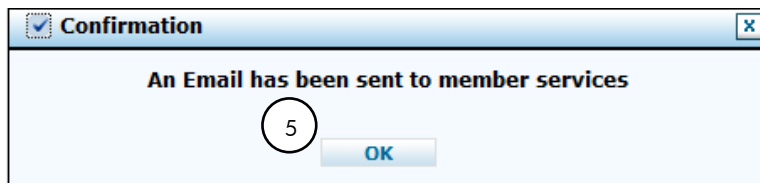
5. Click **Ok**.

You will be directed back to **My Home** page.

An email response will be sent to your email address that was entered on the Contact Us page unless you requested to be contacted by another means, such as by phone.

Secure correspondence

Secure Correspondence is for authenticated (logged in) users to submit questions, comments or request technical assistance related to EVS functions in a secure environment and receive answers through the website.

1. From the My Home page, click **Secure Correspondence**.

2. From the Secure Correspondence Message Box screen, click **Create New Message**.

   - *Technical Support will accept Provider Web Portal usage issues submitted through this page **except for those relating to prior authorization**. Users cannot submit questions regarding prior authorizations through the Secure Correspondence. They must submit their inquiries through the Contact Us link and locate the Prior Authorization contact information from the Provider Web Portal Contact Us page.*

   - *For pharmacy prior authorization questions call 855-455-3311. For non-pharmacy prior authorization questions, call 800-525-2395. For non-technical support related issues, please go to medicaid.nv.gov or call 1-877-638-3472.*

3. From the Create Message screen, enter in information. All fields with a red asterisk (*) are required.

4. Select the **Message Category** from drop down box.

5. Enter comments limited to 1,000 characters.

6. Click **Send**.

The Confirmation screen box displays stating the secure message was successfully sent.

7. Click **Ok**.

An email response will be sent to your email address that was entered during registration unless you requested to be contacted by another means, such as by phone or alternate email address.

Viewing status of secure messages sent

To view status of secure messages sent:

1. From the My Home page, click **Secure Correspondence**.

All messages that were sent from the logged in user displays. You can view the:

- Message status – open or closed

- Subject hyperlink

- Message category

- Date opened

- Date closed

2. From the Secure Correspondence Message Box screen, click a **Subject**.

By clicking on **Subject** link, a message box displays allowing the user to view the original message sent.